

## WHAT IS CLAIMED IS:

1. A business-supporting system for supporting activities of a client, comprising:

a plurality of business functions;

a request-obtaining unit for obtaining key request information that represents a request of the client who is to be provided with a service from the system;

a business contents database having business contents information for each of said plurality of business functions; and

an adaptive function-selecting unit for selecting a business function, which is adapted to said request, from said plurality of business functions, by evaluating adaptability of said business contents information to said key request information based on said key request information and said business contents database.

2. The business-supporting system as claimed in claim 1, wherein said adaptive function-selecting unit evaluates said adaptability based on each of a plurality of elements of said key request information, which corresponds to the request of said client.

3. The business-supporting system as claimed in claim 1, wherein: said key request information includes a question for eliciting said client's request, a keyword associated with said question, and character or text information input by said client; and

said adaptive function-selecting unit evaluates said adaptability based on at least two of: said business function previously corresponding to said question for eliciting said client's request respectively; said business function previously corresponding to said keyword associated with said question; and said business function retrieved based on said character or text information input by said client.

4. The business-supporting system as claimed in claim 3, wherein said adaptive function-selecting unit evaluates said adaptability by referring to each of: said business function corresponding to said question; said keyword corresponding to said question; and said business function retrieved based on said character information, with a predetermined degree.

5. The business-supporting system as claimed in claim 1, wherein: said business contents information in said business contents database includes an aggregation of a plurality of business content elements; and

said adaptive function-selecting unit calculates said adaptability of said key request information to said business contents information based on the degree of the relevance of said key request information and said business content elements.

6. The business-supporting system as claimed in claim 5, wherein: said business contents information includes a business contents sentence, in which business contents are described, and said business content elements are sentence elements of said business content sentence; and

said adaptive function-selecting unit searches a sentence element related to said key request information, from a group of said sentence elements that composes said business contents sentences for each of a plurality of said key request information, and calculates said adaptability of said key request information to said business contents information based on a result of said searching.

7. The business-supporting system as claimed in claim 1, wherein: said business contents information includes a business record that corresponds to said business function; and

said adaptive function-selecting unit evaluates said adaptability of said key request information to said business

contents information based on said business records.

8. The business-supporting system as claimed in claim 7, wherein:

said business contents information includes evaluation information, which indicates a magnitude of evaluation of said business records, together with said business records; and

said adaptive function-selecting unit evaluates said adaptability of said key request information to said business contents information according to said evaluation information of a related business record which is related to said key request information, when said related business record is included in said business contents information.

9. The business-supporting system as claimed in claims 7 or 8, further comprising a database-updating-processing unit for updating said business contents information of said business contents database according to a new business record, when said new business record is made.

10. The business-supporting system as claimed in any one of claims 1 to 4, wherein:

an adjustment-focused section based on a condition of said corresponding business function, is set in said business contents information; and

said adaptive function-selecting unit includes a conditional correspondence-adjusting unit for adjusting said adaptability based on the relevance between said key request information and said adjustment-focused section.

11. The business-supporting system as claimed in claim 10, wherein said adjustment-focused section is an intensification focus section of said business function.

12. The business-supporting system as claimed in claim 11, wherein

the system limits the number of said business function that may be designated as said intensification focus section within a predetermined range.

13. The business-supporting system as claimed in claim 10, wherein said adjustment-focused section is an amelioration focus section of said business function.

14. The business-supporting system as claimed in claim 10, further comprising a database-updating-processing unit for updating said business contents database by setting said adjustment-focused section in said business contents information according to a request for setting said adjustment-focused section.

15. The business-supporting system as claimed in any one of claims 1 to 4, wherein said adaptive function-selecting unit adjusts said adaptability by using a predetermined weighted index value for adjusting said adaptability.

16. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit adjusts said adaptability by using a different weighted index value according to the time when said business function is designated as an intensification focus section.

17. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit adjusts said adaptability by using a different weighted index value according to the time when said business contents information of said business function is ameliorated.

18. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit adjusts said adaptability by using a different weighted index value according to the time

when said business contents information is registered to said business contents database.

19. The business-supporting system as claimed in any one of claims 16 to 18, wherein said adaptive function-selecting unit sets said weighted index value higher when said time is newer.

20. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit adjusts said adaptability by using a different weighted index value according to the number of the past offer records of said business function.

21. The business-supporting system as claimed in claim 20, wherein said adaptive function-selecting unit sets said weighted index value higher when said number of said past offer records is larger.

22. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit adjusts said adaptability by using a different weighted index value according to the degree of recency of the past offer records of said business function.

23. The business-supporting system as claimed in claim 22, wherein said adaptive function-selecting unit sets said weighted index value higher when said past offer records is newer.

24. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit adjusts said adaptability by using a different weighted index value according to the degree of an evaluation on said business function adapted to said selected client's request.

25. The business-supporting system as claimed in claim 24, wherein said adaptive function-selecting unit sets said weighted index value higher when said evaluation is higher.

26. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit adjusts said adaptability by using a different weighted index value according to the degree of recency of an evaluation on said business function adapted to said selected client's request.

27. The business-supporting system as claimed in claim 26, wherein said adaptive function-selecting unit sets said weighted index value higher when said evaluation is newer.

28. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit adjusts said adaptability by limiting the number of combining objects among: a different weighted index value according to the time when said business function is designated as an intensification focus section; a different weighted index value according to the time when said business contents information of said business function is ameliorated; a different weighted index value according to the number of the past offer records of said business function; a different weighted index value according to the time when said business contents information is registered to said business contents database; and a different weighted index value according to the degree of an evaluation on said business function adapted to said selected client's request.

29. The business-supporting system as claimed in claim 15, wherein said adaptive function-selecting unit alters at a predetermined degree at least one of said weighted index values among: a different weighted index value according to the time when said business function is designated as an intensification focus section; a different weighted index value according to the time when said business contents information of said business function is ameliorated; a different weighted index value according to the

number of the past offer records of said business function; a different weighted index value according to the time when said business contents information is registered to said business contents database; and a different weighted index value according to the degree of an evaluation on said business function adapted to said selected client's request.

30. The business-supporting system as claimed in claim 1, wherein:

said business contents information includes a new business contents section, which is intended to be newly prepared, in addition to an existing business contents section, which is already comprised in a corresponding business function; and

said adaptive function-selecting unit adjusts adaptability of said key request information to said business contents information depending on whether said key request information relates to said existing business contents section or to said new business contents section.

31. The business-supporting system as claimed in claim 30, further comprising a database-updating unit for updating said business contents database by setting said new business contents section in said business contents information by responding to a request for setting said new business contents section.

32. The business-supporting system as claimed in claim 1, further comprising an adaptive function candidate-selecting unit for finding an adaptive function candidate that is a candidate of said business function adapted to said key request information from among said plurality of business functions, before evaluating adaptability of said key request information to said business contents information, wherein said adaptive function-selecting unit evaluates said adaptability of said adaptive function candidate to said key request information.

33. The business-supporting system as claimed in claim 32, wherein said adaptive function candidate-selecting unit finds said adaptive function candidate from answers to a plurality of questions for retrieving a request of said client.

34. The business-supporting system as claimed in claim 1, further comprising a presentation-processing unit for presenting to said client said business function, which is to be provided to said client by said business function selected by said adaptive function-selecting unit.

35. The business-supporting system as claimed in claim 34, wherein said presentation-processing unit presents said plurality of business functions in a priority order, which is obtained from a degree of adaptability calculated by said adaptive function-selecting unit.

36. The business-supporting system as claimed in claim 34, further comprising a client perspective-obtaining unit for receiving information that indicates a point of interest of each of said client, wherein said presentation-processing unit changes presentation contents according to said client perspective information.

37. The business-supporting system as claimed in claim 36, wherein said client perspective-obtaining unit seeks said client perspective information on perspectives of said client, from answers for a plurality of questions for retrieving a request of said client.

38. The business-supporting system as claimed in claim 37, further comprising a perspective judgment criterion-storing unit for storing perspective judgment criterion information, which indicates said plurality of questions, a perspective of said client,



and strength of interests towards said perspective, wherein said perspective-obtaining unit seeks said client perspective information according to said perspective judging criterion information.

39. The business-supporting system as claimed in claim 36, wherein said presentation-processing unit selects said presentation contents, which are to be presented to said client, from a plurality of said presentation content candidates that are prepared for an adaptive business function selected by said adaptive function-selecting unit based on said client perspective information.

40. A business-supporting method for supporting activities of a client, comprising:

obtaining key request information, which represents a request of a client; and

selecting a business function, which is adapted to a request of said client, by evaluating adaptability of business contents information to said key request information, based on said key request information and a business contents database, using said business contents database that has said business contents information for each of said plurality of business functions.

41. A program of a processing to support activities of a client, which is executed by a computer, the program comprising:

an obtaining module for obtaining key request information that represents a request of a client who gets a business offer from a business-supporting server of a business supporter; and

a selecting module for selecting said business function adapted to said client's request using a business contents database having respective business contents information of said plurality of business functions, by evaluating adaptability of business contents information to said key request information based on said

key request information and said business contents database.

42. A recording medium that stores a program, which can be read out and executed by a computer, and said program supporting activities of a client, comprising:

a key request information executing module for executing key request information which represents a request of a client who is provided with a service of a business-supporting system; and

a selecting module for selecting a business function, which is adapted to a request of said client, by evaluating adaptability of business contents information to said key request information, based on said key request information and a business contents database, using said business contents database that has said business contents information for each of said plurality of business functions.

43. A business-supporting system connecting to a client terminal for providing a client at the client terminal with a business support in association with at least one of a plurality of different business functions, the system comprising:

a client's request obtaining section connecting to the client terminal and receiving a request from the client terminal;

a business contents database storing business contents information for each of said plurality of business functions; and

an adaptive function-selecting section connecting both to said client's request obtaining section and to said business contents database, said selecting section receiving said business contents information from said business contents database and acquiring a key request information representing the request received from the client terminal for an evaluation of adaptability of said business contents information to said key request information.